



VITA Customer Councils

- All VITA Directors have formed Customer Councils and have met at least once
- A charter and mission have been developed for each Council
- Councils consist of 8-12 Agency business people specific to each Directorate, i.e. the Security Council consists of business people familiar with security issues
- There is coverage across all Secretariats and small, medium and large Agencies
- A Small Agency Council has been formed to address the unique needs of small Agencies
- An Employee Council has been formed to address internal satisfaction



VITA Customer Councils – Topics We're Addressing

- CAM Customer Council – how do we strengthen and build relationships?
 - Communication strategies
- IT Investment Management Council – develop an investment management baseline
 - process discussion
- Communications Customer Council – current perceptions regarding VITA comms
 - are current communications tools working?
 - other tools?
- Security Customer Council – remote access standard, authentication methods,
 - discuss ideas for outreach
- Procurement Workgroup – current procurement processes and ways to streamline
- Partnership Action Council – Partnership activities, transformation



VITA Customer Councils – Next Steps

- Develop a status report for each Council indicating items being addressed, items resolved, items pending
- Develop a mechanism to disseminate information among Councils and to the Agencies
- Roll-out the first customer satisfaction survey to the Customer Councils in the June/July timeframe



VITA Customer Councils

We invite our customers in, and partner with them in a series of Customer Councils focused on specific areas and processes of the organization. **Listen – Take Action – Measure Strategy**

